

Communication Skills

Active Listening

وَإِذَا قُرِئَ الْقُرْآنُ فَاسْتَمِعُوا لَهُ وَأَنْصِتُوا لَعَلَّكُمْ تُرْحَمُونَ

So, when the Qur'an is recited, listen carefully to it, and listen in silence so that you may, be shown mercy.' (7:204)

It's a sunnah of the Prophet (PBUH) to turn the head as well as the body towards the speaker.

Any other reference?

Contents

- Understanding active listening
- Applying active listening to real-world scenarios
- Qualities of active listening
- Genuine and artificial listening
- Addressing active listening challenges

Understanding Active Listening

Active listening requires a conscious effort to make listening a priority so that the objective of the conversation can be achieved

Active Listening allows the listener to gather all aspects of a speech

Intent

Content

Emotion

Ask

According to a study, an average person remembers only 50% to 25% of what he or she heard in a conversation or talk

What it is not?

- Inactive and uncaring approach to listening
- Passive listening where active listening is needed
- Not paying attention, doing side tasks, and not putting away distractions



What it is?

- Understanding and absorbing what the speaker is saying
- Valuing and making the speaker feel heard and understood
- Showing that you are actively listening and confirming

Apply Active Listening to Real-world scenarios

Family

Social

Dawah

Professional

Meeting

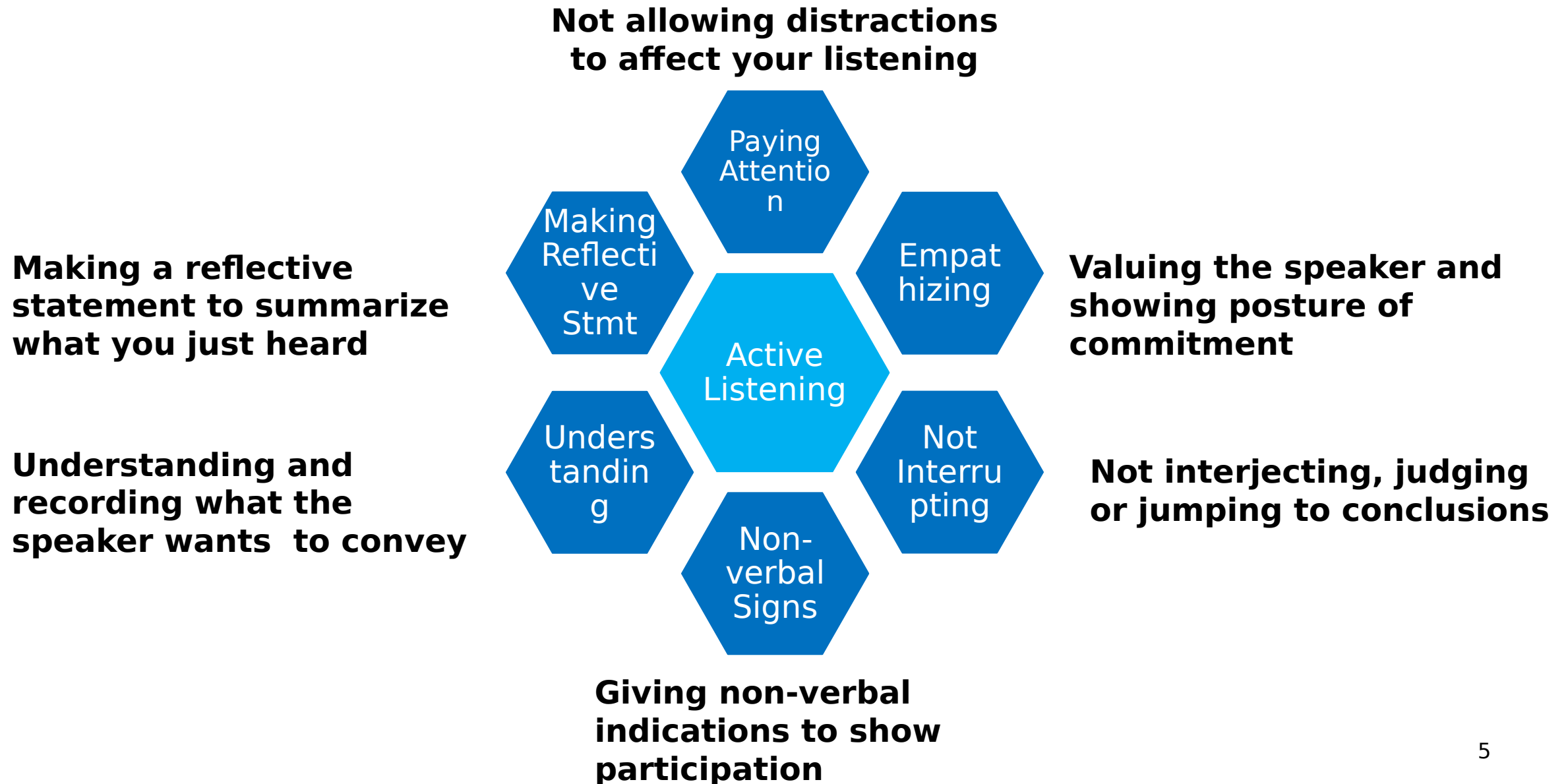
Lecture

Job Interview

On the phone

Public Relations

Qualities of Active Listening



Clear and Concise Communication

“Verily, the length of a man’s prayer and the brevity of his sermon is a sign of his understanding. Lengthen the prayer and shorten the sermon. Verily, some eloquence is charming.”- Prophet Muhammad(PBUH)

Clear Communication

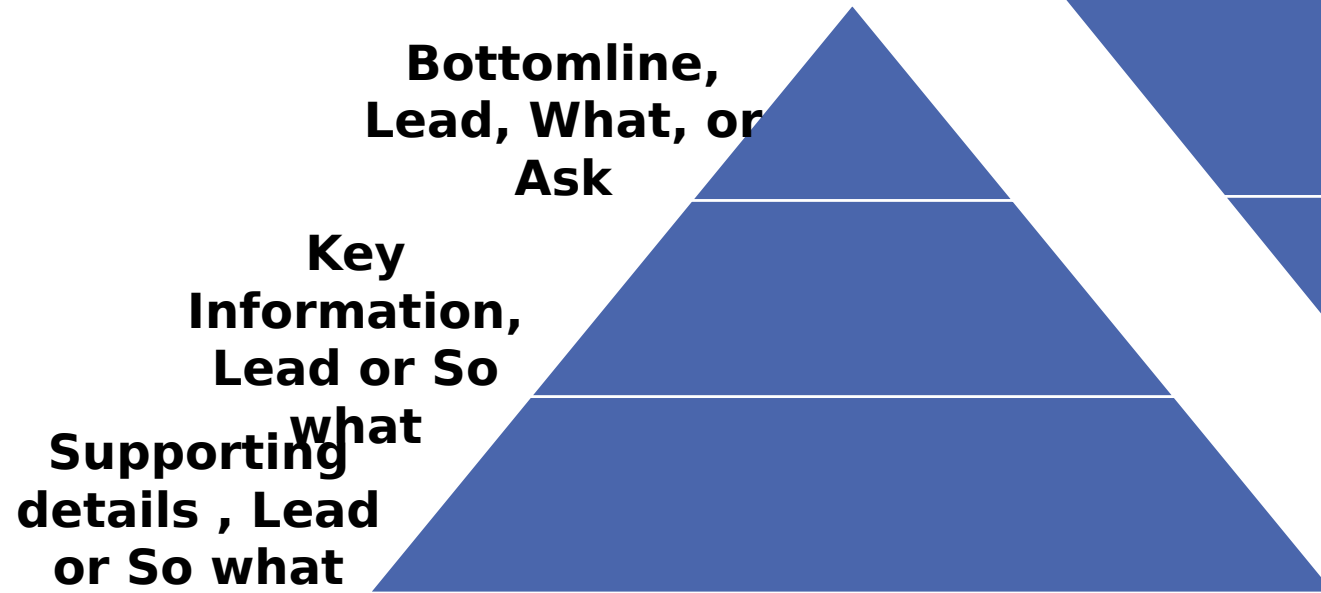
- Clear communication enables the audience to understand what is being communicated
- Removes room for misunderstanding
- Utilizes simple but assertive words and expressions
- Employs generous use of bullet points or information hierarchy
- Conveys one idea at a time and avoids confusion
- Gauges audience understanding and evaluates if the audience is grasping key takeaways

Concise Communication

- Concise communication is intended to convey complete information as briefly as possible
- Avoids repetition of points or use of repetitive words
- It should not simply reduce word count but ensure coverage of all required points or dimensions
- Uses ‘Active Voice’ more than ‘Passive Voice’
- Avoids too many qualifiers and adjectives

Clear communication

News Style



Academic Style

